

## **PRE-PROPOSAL CONFERENCE QUESTIONS AND RESPONSES**

**NOTE:** Questions 1 through 60 were received prior to the Pre-Proposal Conference and were provided to attendees at the conference. Responses to Questions 8, 16 and 56 were not provided at the Pre-Proposal Conference but are now being provided in this document. Questions 61 through 67 were provided after the Pre-Proposal Conference and are being provided to all interested parties through SIR Amendment 0001.

### **Question/Comment 1 (PWS Page 3):**

Could you please clarify the process regarding the CO making changes to the contractor-proposed SLA after the proposal is submitted? Levels of performance proposed in the SLA and the proposed price are linked. Post submission increase in the SLA would warrant a price change. Could you also please address the same thing after contract award?

Response: Any changes at any time to the SLA and/or the SOW for each task will be negotiated and agreed upon by both the Government (CO) and the Contractor prior to changes being made. The actual negotiation process is at the purview of the Adminstrating CO.

### **Question/Comment 2 (PWS Page 10):**

In one place the project manager is the "primary POC" for the CO and COTR and lower on the page the Task Lead is the "POC between the SP and FAA COTR." Could you clarify the difference?

Response: At the contract level, there will be a Program Manager/Project Manager and an Alternate. They are the interface between the Government (CO) and the Contractor. They will be responsible for any issues affecting the contract as a whole.

Each task order will have a Task Lead. They will be responsible for task level issues (unless changes need to be made) and they will be responsible for overseeing day to day operations, scheduling, time sheet validation, work assignments, etc., of the contract personnel. They are also the interface between the Government (COTR) and the Contractor at the task level.

Any task change or monetary change at the contract or task level shall be negotiated and/or implemented by the CO alone.

**Question/Comment 3 (PWS Page 9; SIR Page 57, 60):**

The PWS specifies a full-time “project manager” and the SIR requires the name of “Program Manager and Alternate Program Manager.” Could you clarify the difference?

Response: Program Manager and Alternate Program Manager are synonymous with “Project Manager.” These individuals are responsible for the smooth running of the entire contract effort. They are the main POC for the CO if/when contract issues arise (e.g., poor performance; changes in contract terms and conditions, etc.).

**Question/Comment 4 (SIR Page 59):**

The reference “Attachment 3 Past Performance Questionnaire” appears to be missing from the SIR. Could you provide the questionnaire or clarify where in the SIR it is given?

Response: Paragraph 4 which states “The offeror shall complete and submit the information contained in Attachment 3, Past Performance Questionnaire” is hereby deleted. There is no requirement for potential offerors to complete a Past Performance Questionnaire.

**Question/Comment 5 (PWS Pages 19-20)**

Please confirm that the BMC Remedy software, currently licensed by the CSC and included in the CSC ITSM tool suite, includes the BMC Remedy ITSM modules listed below in addition to the five BMC Remedy ITSM modules listed on page 19 of the PWS:

- Remedy Knowledge Management
- Remedy Service Catalog
- BMC Atrium Configuration Management Database (CMDB)

Response: ESC is licensed to utilize all of the BMC Remedy ITSM suite however, we are not currently utilizing Remedy Service Catalog module. We are using Remedy Knowledge Management and CMDB.

**Question/Comment 6 (PWS Pages 23-24)**

Will the FAA provide mobile access licenses to the CSC ITSM tool suite for SP staff delivering deskside support services?

Response: Yes, via the Web Client.

**Question/Comment 7 (PWS Pages 27-28)**

Does the CSD Help Desk use the same BMC Remedy ITSM tool suite as is used on the CSC Service Desk?

Response: No. They currently use an FAA developed application.

**Question/Comment 8 (PWS Page 12)**

Regarding "Off-Site Space Requirement"

- a) Does the current contract have an off-site space requirement to support service desk personnel which is being executed for incumbent support?
- b) If so, what are the current facility criteria under the current contract?
- c) If available but not in use, what is the government criteria regarding space (e.g., floor space per person, desk, phones, telecommunications connectivity, computing resources), security (e.g., physical and information security), and time to stand up the facility upon government tasking?
- d) Does the current contract have a Continuity of Operations (COOP) off-site requirement to support service desk operations executed for the current contract?
- e) If so, what are the criteria awarded under the current contract?
- e) What are the FAA guidelines regarding establishing a COOP?
- f) What risks are assumed by the contractor regarding establishing a COOP location for a government organization?
- g) The requirement is written so the contractor shall provide the off-site space upon government request. There was no time constraints placed within the requirement, specifically, when shall the contractor provide a response to the government after the request, and when shall the off-site facility be ready for operations after the request. Please provide the government's respective time frames based on available space requirements.

Response: The current contract contains a PWS that includes an off-site space requirement which is not being executed at the present time.

A COOP plan is required to be established by each FAA organization.

Any need for the contractor to provide off-site space, etc., due to a COOP related incident or other, will be negotiated with the Contractor at the onset of the event. Because of the varied nature of COOP type events, it would be impossible at the present time to provide the scope of what the requirements would be. For

instance, there could be a need for a partial relocation for “non-critical” support where the contractor could have up to a month to respond. On the other hand, due to a COOP event, we could need immediate relocation of services where time is of the essence. All of these things would have to be negotiated at the time of the event and cannot be quantified or anticipated at this time.

**Question/Comment 9 (General)**

Who is the incumbent?

Response: The incumbent contractor for this acquisition is Chickasaw Nation Industries, Inc. and the corresponding contract number is DTFAAC-04-D-00123.

**Question/Comment 10 (General)**

The SF 33 Form indicates a due date of August 27, 2010, 3:00pm local time. The FBO Web site, General Information section indicates a Response Date of September 15, 2010. Could you please provide clarification?

Response: I am not sure why the FBO website shows a response date of September 15, 2010. The correct response date is August 27, 2010 at 3:00 pm local time as stated on the SIR.

**Question/Comment 11 (SIR Attachment 8, CSD Performance Measures))**

Part III, Section J.8 indicates CSD Performance Measures. Attachment 8 is AME Performance Measures. Could you please provide clarification?

Response: The functions being performed by the Custom Solutions Division (CSD) currently reside in the AME-500 organization. They are one and the same.

**Question/Comment 12 (SIR Page 57, Provision L.3)**

Paragraph L.3 calls out for Attachment 3, Business Declaration. Attachment 3 is the CDRLs. Could you please provide clarification?

Response: The reference to Attachment 3 is incorrect. The Business Declaration is contained on page 54 of the SIR.

**Question/Comment 13 (SIR Page 56, Provision L.3)**

Paragraph L.3 calls out for the proposal to be submitted via mail service only. Could you please provide clarification of proposal submittal? U.S. Mail, Email?

Response: Volumes 1, 2, 3 and 4 in the number of hard copies specified in Table 1, Proposal Organization, contained on page 56 of the SIR are to be provided to:

FAA, Customer Service Desk (AMQ-100)  
Multi-Purpose Building Room 313  
6500 South MacArthur Boulevard  
Oklahoma City OK 73125-4933

There are a number of mail services that can be used to deliver the proposal to the FAA (U.S. postal service, UPS, FedEx to name a few) and it is up to each potential offeror to decide the specific manner in which to deliver their proposal. It is also acceptable to deliver proposals in person to the address stated above. The main point is that proposals must be at the address states above no later than the date and time specified in the SIR or the proposal will be considered late and the provisions of AMS 3.2.2.3-14 entitled "*Late Submissions, Modifications, and Withdrawals of Submittals*" will apply.

If discussions are necessary, the Government may authorize potential offerors to respond to evaluation notices via email. If email responses to evaluation notices are authorized, potential offerors will be specifically notified of this authorization.

**Question/Comment 14 (SIR Page 60, Provision L.8)**

Paragraph L.8 calls out for quality and cost, however, RFP page 57, paragraph L.3 calls out no price information is to be included in Volume II. Could you please provide clarification of cost?

Response: The Contracting Officer does not fully understand this question as it appears that paragraph references are incorrect. If there is still a question regarding this matter, please resubmit the question.

**Question/Comment 15 (SIR Page 66, Provision M.1(b))**

Should the reference to M.5 be M.4?

Response: Yes, the reference to M.5, Past Performance and Risk Assessment should be M.4 Past Performance and Risk Assessment.

**Question/Comment 16 (SIR Page 69, Provision M.4(a))**

Performance Work Statement (PWS) not included in the Sources Sought package.

Response: The Contracting Officer does not fully understand this question. If there is still a question regarding this matter, please resubmit the question.

**Question/Comment 17 (PWS Section B, Page 3)**

Can the government please clarify the nature of technical solutions to be provided by the SP, beyond the support areas identified in the PWS, if any?

Response: If the contractor has technical expertise that can enhance or better serve the Government's requirement, then a proposed plan should be submitted for consideration. However, the support areas of the requirement have already been identified and cannot exceed the scope set forth in the PWS.

**Question/Comment 18 (PWS Section B, Page 3)**

Can the government please clarify the nature of SP's role in securing and retaining business?

This would be accomplished by meeting or exceeding the SLA requirements for acceptable performance levels.

**Question/Comment 19 (General)**

Will the government provide office space for the PM and alternate PM?

Response: At the present time, there is no expectation that accommodations will be made for the PM/Alternate PM. This is not a requirement of the proposed contract.

**Question/Comment 20 (General)**

Will the government provide office space for the Task/ technical leads?

Response: IAW PWS Section E, task lead(s) will be working supervisor(s) and therefore will be on-site.

**Question/Comment 21 (General)**

Since the SP has to provide support on a 24/7/365/366 basis, please confirm that the estimated hours in the SIR cover all three shifts?

Response: Confirmed.

**Question/Comment 22 (SIR Page 67)**

Clarify government's intent that "the price proposal will not be rated but will be evaluated for completeness, reasonableness, and realism" Will a more competitively priced proposal not rated higher?

Response: Consistent with the information contained in SIR Provision M.3 Price Analysis , the cost/price proposal will not be scored, although the

volume will be ranked among offerors. Specific information regarding what is meant by completeness, reasonableness and realism is provided in SIR Provision M.3 Price Analysis.

**Question/Comment 23 (SIR Page 69, Provision M.4(a)) AMQ**

Confirm that the PM and the alternate PM position is not billable.

Response: Confirmed.

**Question/Comment 24 (General)**

Can the government provide the labor categories that typically are required for non-standard (2<sup>nd</sup> or 3<sup>rd</sup> shift) hours coverage?

Response: This decision is under the purview of the contractor. The Government cannot direct which skill categories the contractor will need to use to fulfill the non-standard hours coverage requirements of the task.

**Question/Comment 25 (General)**

Can the government provide an estimate of non-standard work hours (2<sup>nd</sup> or 3<sup>rd</sup> shift work) per month or year, based on historical or projected work?

Response: The estimated call volumes with peak and non-peak hours are outlined in the PWS, Section 5.A(1).

**Question/Comment 26 (SIR Page 69, Provision M.4(a))**

PWS Telecommuting – will the government allow ODC's to cover the cost for Telecommuting contractors (HW, SW etc)?

Response: IAW PWS, Section I, "Telecommuting will be at no additional cost to the Government."

**Question/Comment 27 (SIR Page 69, Provision M.4(a))**

Off-Site Space – Does the government anticipate that if off-site space is needed, will it be a permanent solution or does the government see this as a temporary solution.

Response: That would probably depend on the reason for the off-site space requirement. If it was a temporary need, then it would be a temporary

solution. If a more permanent need arises, those requirements would have to be negotiated based on the need.

**Question/Comment 28 (SIR Page 69, Provision M.4(a))**

To clarify – all proposal volumes can be submitted electronically via email ?

Response: Potential offerors are hereby advised that all volumes of the proposal (to include Volumes 1, 2, 3 and 4 in the number of **hard copies** specified in Table 1, Proposal Organization, contained on page 56 of the SIR) are to be provided to the address stated in Block 8 of the first page of the SIR. If discussions are necessary, the Government may authorize potential offerors to respond to evaluation notices via email. If email responses to evaluation notices are authorized, potential offerors will be specifically notified of this authorization.

**Question/Comment 29 (SIR Page 69, Provision M.4(a))**

What is the knowledge base product that is currently being used?

Response: BMC Remedy

**Question/Comment 30 (SIR Page 69, Provision M.4(a))**

Which remote desktop application is CSC using?

Response: Systems Management Server (SMS)

**Question/Comment 31 (SIR Page 69, Provision M.4(a))**

Can we have access to the current SLAs in use to support AMI and AME?

Response: That is not releasable information.

**Question/Comment 32 (SIR Page 69, Provision M.4(a))**

Do resources performing level 1 help desk support need to be on site at the MMAC?

Response: If they are not on-site, all telecommunication, internet solutions and security requirements would have to be addressed at no additional cost to the Government.



**Question/Comment 33 (SIR Page 69, Provision M.4(a))**

Can we use an offshore model to provide Help Desk Support?

Response: An “off-shore” model plan would require review and evaluation before a determination as to its acceptability could be made. If they are not on-site, all telecommunication, internet solutions and security requirements would have to be addressed at no additional cost to the Government.

**Question/Comment 34 (SIR Page 69, Provision M.4(a))**

If a position requires certification, will the government reimburse the SP to maintain their technical certification?

Response: No. This will be at no additional cost to the Government.

**Question/Comment 35 (General)**

Please clarify if Section B is required in both Vol. 1 and Vol. 3. Do you require a duplicate submission of data in different format, or do you need exact duplication of Section B

Response: Section B should be included in both Volume 1 and Volume 3 of proposal submissions. The Section B included in Volume 1 should be an original document. It is acceptable for the Section B included in Volume 3 to be a duplication of the Section B included in Volume 1.

**Question/Comment 36 (General)**

In Section B, you request Regular Hours and Premium Hours for varying positions. Please define Premium Hours – either shift differential, overtime, etc.

Response: Premium Hours refers to Overtime.

**Question/Comment 37 (SIR Page 1 and Provision L.2, Page 56))**

Reference: SIR SF33 Block 9 states, “Sealed offers in original and one copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in Room 313, Multi-Purpose Building until 3:00 p.m. local time August 27, 2010.” Then on Section L, page 56, paragraph L.3, Table 1 states “Volume 1 – 1 hard copy; Volume 2 – 5 hard copies; Volume 3 – 1 hard copy; Volume 4 – 5 hard copies.”

Response: Provision L.3, Table 1 contains the correct information regarding the number of copies of each volume that potential offerors are to provide.

**Question/Comment 38 (SIR Provision L.2, Page 55))**

Do we deliver a copy of all volumes on one (1) CD or do we deliver a separate CD (total of four) with each original volume?

Response: The Government's preference is for potential offerors to have (1) CD with all volumes on the (1) CD.

**Question/Comment 39 (SIR Provision L.3, Page 56)**

L.3(b) states, "Vendors shall furnish proposals via mail service only." Then on SIR page 63, paragraph 3.2.2.3-20 (a) states, "The offeror (you) may submit responses to this SIR by the following electronic means e-mail only. What is the directed method of delivering the final proposal?

Response: Potential offerors are hereby advised that all volumes of the proposal (to include Volumes 1, 2, 3 and 4 in the number of **hard copies** specified in Table 1, Proposal Organization, contained on page 56 of the SIR) are to be provided to the address stated in Block 8 of the first page of the SIR. **If** discussions are necessary, the Government may authorize potential offerors to respond to evaluation notices via email. If email responses to evaluation notices are authorized, potential offerors will be specifically notified of this authorization.

**Question/Comment 40 (SIR Provision L.3, Page 56))**

L.3 (c) does not indicate a preferred or mandated file format for the submission of electronic file copies on the CD required by L.2(c) or for submission by e-mail per paragraph 3.2.2.3-20. What is the required electronic file format for each volume?

Response: Microsoft Office Word and Microsoft Office Excel are the preferred file formats.

**Question/Comment 41 (SIR Page 14, Provision F.5)**

What is the anticipated award date and the effective performance start date for this contract?

Response: Contract award is anticipated to occur by October 31, 2010. Phase-In is anticipated to start on November 1, 2010. The beginning of the Base Period of contract performance is anticipated to begin on December 1, 2010. It is possible that these dates may be adjusted accordingly in the event that contract award is delayed.

**Question/Comment 42 (SIR Page 14, AMS Provision 3.8.2-22)**

Paragraph 3.8.2-22 (1) states, "The Contractor must not substitute or add personnel except in accordance with this clause." Does this conflict with the January 30, 2009 Presidential Executive Order requiring service providers that win follow-on contracts to offer jobs to nonmanagerial employees at the previous company? Do we consider the Team Lead positions as managerial?

Response: The SIR incorrectly stated that task leads were considered Key Personnel. This will be corrected in a SIR amendment.

**Question/Comment 43 (SIR Page 36, AMS Provision 3.14-2)**

Please verify that the designated risk levels for Help Desk Specialist I and II, Office Automation Specialist I and II, and System Administrator I are all Risk Level 1.

Response: The risk designation level for Help Desk Specialist I and II, Office Automation Specialist I and II, and System Administrator I are all Risk Level 1.

**Question/Comment 44 (SIR Page 44, Provision K.2)**

Since this is a services contract, what is the correct response for this entry?

Response: Provision K.2 entitled "*Certification of Products/Services Offered*" will be deleted. No response will be required for this contract provision.

**Question/Comment 45 (SIR Provision L.8)**

Is it a requirement to submit a resume for the Alternate Program Manager.?

Response: Potential offerors are advised that resumes for qualified Project Manager, Alternate Project Manager are required.

**Question/Comment 46 (SIR Page 57, Provision L.3)**

These instructions state that "The 20 page limit does not apply to Title pages, exhibits, resumes, or quality plan, nor does it apply to the preparation of Volume 3 or Volume 4." Does the 20 page exclusion also include Table of Contents and/or List of Acronyms?

Response: The 20 page limit does not apply to Table of Contents and/or List of Acronyms.

**Question/Comment 47 (SIR Page 67, Provision M.1)**

Paragraph M.1(d) states, "Technical proposals will be evaluated, rated, and scored in accordance with a pre-established evaluation plan. The factors to be evaluated are listed in provisions M.3 are all of equal importance. Should the reference to evaluation of Technical proposals refer to the factors listed in provision M.2?

Response: Yes, the correct reference should be M.3 instead of M.2

**Question/Comment 48 (PWS Page 26, Paragraph 5.B(6))**

Paragraph 5.B.(6) Special Projects Administration, second paragraph refers to "Minimum qualifications for a Hardware Support Administrator ..." and is a verbatim duplicate of the same named position on page 24, paragraph 5.B.(4). Since this position revolves around software processes, what are the minimum qualifications for persons assigned duties under the Special Projects Administration task?

Response: Minimum qualifications for a Special Projects Administrator position shall include a high school graduate or equivalent, and three years of progressive Office Automation experience with an emphasis in project participation and project management. Must be professional at all times and possess good customer communication skills. A Bachelor's degree in computer science, information systems, or other related discipline is desired. Directly related education or training can be substituted for office automation experience at the rate of one year of formal education equals nine months of experience, not to exceed a total of twelve months substitution of education or training for experience.

Special Projects Administration includes, but is not limited to:

- Assist with coordination and planning of new or upgraded software deployments
- Assist with testing, issue resolution, and implementation of new or upgraded software
- Assist with reporting of new or upgraded software projects
- Assist with maintaining project and software documentation.

**Question/Comment 49 (PWS Page 27, Paragraph 5.B(6))**

Reference: PWS page 27, paragraph 5 C states, "The CSD help desk operates Monday through Friday, **7:00 a.m. to 5:00 p.m.** excluding government holidays." Then PWS page 27, paragraph 5 C (1) states, "The SP shall provide coverage from **0700 to 1800**, Monday through Friday excluding federal holidays." Are the CSD help desk operating hours from 0700 – 1700 M-F or 0700 – 1800 M-F?

Response: This appears to be a typo. The Coverage shall be from 0700 to 1700 (7:00 a.m. to 5:00 p.m.) excluding federal holidays.

**Question/Comment 50 (SIR Page 58, Provision L.3)**

Clarify the degree of pricing detail you are expecting to see.

Response: Potential offerors shall provide cost information in sufficient detail for the Government to determine completeness of data, reasonableness of the price proposal, realism of cost elements, assurance that the proposal is not unrealistically low in price and evidence that the proposal does not contain unbalance pricing.

**Question/Comment 51 (PWS Page 3)**

The PWS states that the SP is expected to develop and provide a Best-in-Class Service Level Agreement which may be changed during Phase-in and later "at no charge to the government. Is this an unrealistic expectation if the change requires more resources to reach?

Response: Any changes that will affect staffing levels would be negotiated between the FAA CO and the contractor.

**Question/Comment 52 (PWS Page 11, Training)**

The PWS states that the contractor will be required to repay cost of training if the employee leaves within 1 year of being trained. In many cases, the FAA hires the employee – will this requirement apply in this case?

Response: That situation would be subject to negotiation between the FAA CO and the Contractor.

**Question/Comment 53 (PWS Page 18)**

Annual growth is expected to be 25%. Should the hours in Schedule B be adjusted for this growth?

Response: Growth rate is not synonymous with number of estimated hours due to gains in efficiencies, utilization of skills based routing, etc.

**Question/Comment 54 (SIR Page 17, Provision H.3)**

In accordance with SIR Section H.3 (b) *Phase Out*, was a recruitment notice placed in the facility to notify the incumbent contractors currently working on this

effort of the impending contract end. If so, how can we obtain a list of incumbent employees who have responded to the recruitment notice and are interested in continuing on in support of the new contract?

Response: No recruitment notice has been place in the facility at this time. The type of activity that you are referring to would only happen during the Phase-In/Transition portion of the contract **after** contract award is made.

**Question/Comment 55 (SIR Page 12, Provision E.1))**

Per SIR Section E.1 *Quality Management System (QMS) Defined*, is the contractor responsible for having this QMS established or audited prior to award? Can the government provide an example of an acceptable QMS?

Response: Clause E.1, Quality Management Systems (QMS) Defined will be deleted from the SIR.

**Question/Comment 56 (SIR Page 16 , Provision G.3)**

SIR Section G.3 Identification/Delivery of Government Property - This is inconsistent with the 30 day transition period, and would cause the contractor to begin the performance period without having all GFE/GFP transferred. Please clarify the 15 day gap this contract specification would cause.

Response: Clause G.3, Identification/Delivery of Government Property, will be amended to 30 days in lieu of 45 days to be consistent with the 30 day transition period.

**Question/Comment 57 (PWS Page 58, Paragraph 2H)**

Is the Quality Control Plan required as a part of the proposal documents?

Response: Per PWS, Section H, the written Quality Control Plan shall be required when proposals are submitted.

**Question/Comment 58 (SIR Page 58, Provision L.3)**

Is there a page limit for the Past Performance Volume?

Response: No, there is not a page limit for the Past Performance Volume.

**Question/Comment 59 (SIR Section B and PWS Page 35)**

PWS page 35 refers to System Administrator IV but there is no corresponding labor category in the SIR, can you clarify?

Response: That skill category level was included in the PWS just in case a requirement for that level of service is needed in the future. At such time, rates would be negotiated by the CO.

**Question/Comment 60 (SIR Section B )**

For the Key Personnel stated in the SIR (1 project manager and 3 task leads), are these Key Personnel to correspond to specific labor categories (Help Desk Specialist IV, Office Automation Specialist III) in the SIR?

Response:

Reference SIR, Section H, AMS Clause 3.8.2-17, page 23:

The Key Personnel positions to be designated on this contract are the Project Manager and the Alternate Project Manager. These designations were inadvertently left out of the clause. These positions are managerial in nature and do not correspond to a specific labor category.

Reference the PWS, Section 2E, page 10:

The following sentence is being deleted. "(Task Leads are considered to be Key Personnel in accordance with AMS 3.8.2-17)." Task Leads are not designated as "Key Personnel." They are working employees that should divide their time between supervisory administrative duties and the performance requirements outlined in Section 5 of the PWS.

Reference SIR, Provision L.8, Final Paragraph for Subfactor 1.1

References to task leads are being removed. Project Manager and Alternate Project Manager are considered Key Personnel and resumes should be provided for these positions.

**Question/Comment 61 (General)**

To support a Best in Class SLM program, we will need the Service Level Objectives from the FAA customers. Can the FAA provide SLO's for each organization to be supported by the PWS?

Response: See attachment 5, 6, 7, and 8. These are the current performance measures ESC is required to meet.

**Question/Comment 62 (PWS Page 11)**

Page 11 of PWS states "Reimbursement of Government-paid training costs will be required if a SP employee does not remain in the position for a year from the date of training." How will the SP reimburse the government for training costs? And what cost will the government charge?

Response: That situation would be subject to negotiation between the FAA CO and the Contractor.

**Question/Comment 63 (General)**

The current solicitation and Q&A discussions at the Pre-proposal Conference require that each offeror have 2 full-time personnel, housed off-site of the FAA CSC operations, devoted to the FAA CSC contract as the PM and Alternate PM. The conference clarified that these individuals are to be devoted full-time to administrative and managerial functions, and will not be billable to the contract effort as a Task Lead, Help Desk Specialist, Office Automation Specialist, or System Administrator. This requirement forces the contractor to add the expense of 2 full-time employees to the indirect costs for this effort and thus raises the hourly rates for each of the required labor categories. Is it the customer's intent that the 2 full-time personnel be housed at the Contractor's site, yet be devoted expressly to the FAA CSC effort, or is it the customer's intent that the successful offeror provide 2 FT employees that are available for personnel and project management?

Response: In Section D of the PWS, the key personnel positions of Project Manager (PM) and Alternate Project Manager (APM) are mistakenly referred to as "full time." The Government does not anticipate that the individuals serving in these positions will in fact be working on this contract full time. These designations are for the purpose of dealing with individuals who have the signature authority to negotiate contract modifications and/or to discuss and resolve performance issues. They must also have the authority to represent their company in meetings with the CO and they are responsible for the overall performance of the contract as a whole. They are not responsible for the day to day management of their employees.

Task orders will have a Task Lead. They will be responsible for task level issues (unless changes need to be made) and they will be responsible for overseeing day to day operations, scheduling, time sheet validation, work assignments, etc., of the contract personnel. They are also the interface between the Government (COTR) and the Contractor at the task level.

The PWS will be revised to take out the reference to "full-time."



**Question/Comment 64 (PWS Page 22, Paragraph 5.B.(1)) AMI/AME**

PWS page 22, paragraph 5 B. (1), Remote Administration states, "Qualifications for Remote Administration..." PWS page 23, paragraph 5 B. (2), Computer Deployment Administration states, "Minimum qualifications for a Computer Deployment Administrator position..." PWS page 23, paragraph 5 B. (3), Deskside Support Administration states, "Minimum qualifications for a Deskside Administrator position..." PWS page 24, paragraph 5 B. (4), Hardware Support Administration states, "Minimum qualifications for a Hardware Support Administrator position..." PWS page 25, paragraph 5 B. (5), Asset and Quality Management states, "Qualification for Property Assistant..." PWS page 26, paragraph 5 B. (6), Special Projects Administration states, "Minimum qualifications for a Hardware Support Administrator position..." These positions are not labor categories called out in Section B of the SIR. Is the government going to add these labor categories to the Section B or rename the same to match the labor categories currently in Section B?

Response: These are the pieces of work that will be performed by the Office Automation Specialist I, II, III, and IV.

**Question/Comment 66 (General)**

We learned that the PM and Alternate PM positions are key resumes requirement for the CSC RFP, my question is do these two positions has to be on the PRIME contractor or can it be split say the PM position is with the PRIME contractor and ALT PM is with the Subcontractor?

Response: Program Manager and Alternate Program Manager are responsible for the smooth running of the entire contract effort. They are the main POC for the CO if/when contract issues arise (e.g., poor performance; changes in contract terms and conditions, etc.). Since the Government does not have privity of contract with a subcontractor, it would not be possible for the Alternate Program Manager to be a subcontractor.

**Question/Comment 67 (General) AMI/AME**

Please clarify that the PM and APM positions are

- 1) Non-billable
- 2) Off-site
- 3) Full-time
- 4) Key personnel which require resumes

- 5) current employees or candidates with a signed letter of commitment

Response:

- 1): Billed as G&A/Overhead
- 2): Yes, Off-Site
- 3): No, not full time – see above
- 4) They are key personnel with signature authority to commit their company
- 5) Not necessarily “current employees or candidates”... the key personnel are identified in the contract and cannot be substituted w/o CO approval/concurrence